



CHRIS CHRISTIE
GOVERNOR

STATE OF NEW JERSEY
OFFICE OF THE ATTORNEY GENERAL
DEPARTMENT OF LAW AND PUBLIC SAFETY
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ADMINISTRATOR

June 7, 2016
NOTICE OF JOB VACANCY
#16-130

An opportunity currently exists in the unclassified service within the Department of Law & Public Safety, Office of the Attorney General, for interested applicants who meet the minimum job requirements specified below:

TITLE: Special Investigator, Law & Public Safety
SALARY: \$60,000.00 - \$75,000.00
LOCATION: Office of the Attorney General
Office of Citizen Services
Richard J. Hughes Justice Complex, Trenton, NJ

NUMBER OF POSITIONS AVAILABLE: One (1)

DUTIES: Under the general direction of the Director of Communications, manages the Office of Citizens Services and Relations. Serves as spokesperson for the Attorney General on Citizens' Inquiries. Receives, evaluates and directs telephone inquiries from the public and governmental employees. Serves as the Attorney General's representative to citizens that walk-in requesting assistance. Reviews correspondence and internet inquiries on behalf of the Attorney General. Researches and prepares, as appropriate, under own signature and/or the Attorney General's signature, responses to correspondence. Communicates policy positions of the Attorney General and the Department. Provides courteous, appropriate and timely responses to letters, emails and referrals. Follows-up on inquiries to ensure resolution. Organizes and maintains correspondence tracking data base, files and records, including copies of letters, attachments, referral slips and responses for all correspondence addressed to the Attorney General. Serves as Intra-departmental and Inter-departmental liaison. Establishes, maintains and updates referral mechanism for Department of Law and Public Safety divisions, agencies and commissions. Tracks and monitors Attorney General, Governor and Legislative correspondence. Forwards referrals/requests to Department staff for response. Independently determines agency or staff responsible for referral/request resolution. Supervises staff, assigns work, provides instruction, reviews work and prepares performance evaluations. Updates the Oracle case tracking data base and oversees the development and updating of the Office of Citizen Services and Relations participation on the internet (L&PS home page).

REQUIREMENTS

EDUCATION: Graduation from an accredited college or university with a Bachelor's degree.

EXPERIENCE: Three (3) years of experience managing the intake and resolution of citizen inquiries. Strong written and verbal communication skills required in a high-traffic citizen services unit supporting a large department in state government. Experienced in interacting with the public and handling confidential information. Strong managerial and supervisory skills required.

LICENSE: Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

If you possess the required experience and education and are interested in the above position, please send a cover letter (including job vacancy number) and current resume before the closing date of June 21, 2016 to:

Recruitment Coordinator
Office of the Attorney General - Human Resource Management
P.O. Box 081 - Trenton, NJ 08625-0085
LPS.Humanresources@lps.state.nj.us

The "New Jersey First Act," N.J.S.A. 52:14-7 (L. 2011, Chapter 70), requires new public employees to reside in the State of New Jersey within one (1) year of employment.

The Department of Law and Public Safety is an Equal Opportunity Employer and is committed to inclusive hiring and dedicated to diversity in our staff. We strongly encourage people from all groups and communities to apply.

